

INTERNATIONAL EDUCATION OFFICE

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# UCLA Study Abroad Summer 2023: Pre-Departure Orientation

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**UCLA** Study Abroad

*Start here. Go anywhere.*



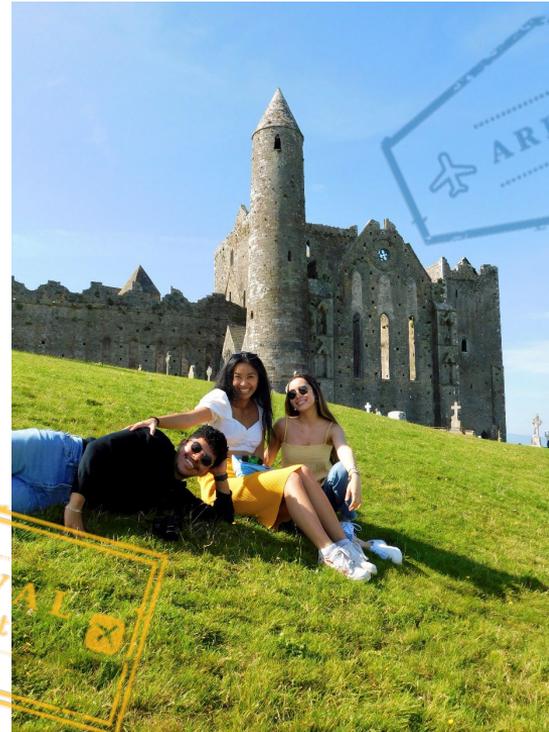
# Welcome





# Agenda Overview

- Welcome
- Portal
- Health and Safety Abroad
- Health Insurance
- UCLA Policies
- Finances
- On-Site Logistics
- Scenarios
- Q & A



# Who We Are - International Education Office

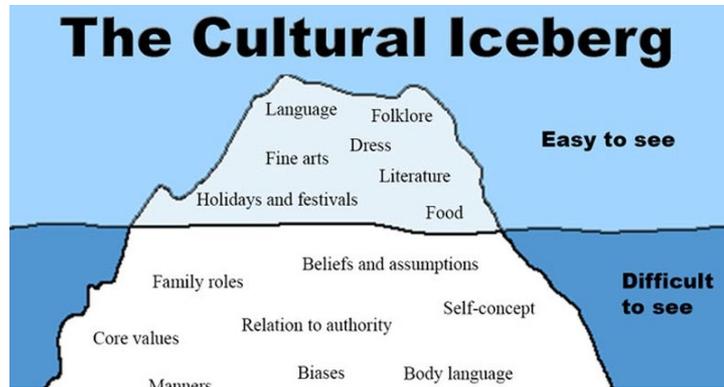
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- **Administration, Operations & Finance**
  - Executive Director, Magdalena Barragan
  - Operations Coordinator, Nancy Montez
  - Operations Coordinator, Alejandra Hurtado
- **UCLA Travel Study**
  - Associate Director, Danielle Samek
  - Program Coordinator, Erika Quiñonez
  - Program Coordinator, Maureen Atalla
  - Program Coordinator, Rory McGillen
- **UCLA Global Internship Program**
  - Associate Director, Andrew Bottom
  - Program Coordinator, Ana Arellano
- **Study Abroad Scholarships & Alumni Engagement**
  - Associate Director, Wilsli Lieux



# Who You Are

- Consider your Identities while Abroad
- Think about your goals for the program and what you want to gain from the experience
- Review resources and plan ahead:



IEO Diversity & Identity Resources



<https://tinyurl.com/2he47zjs>

# Portal





# IEO Registration Portal

The Registration Portal is the most comprehensive source of IEO information and is updated frequently. It is your responsibility to read, review, and abide by all deadlines shared in your portal including but not limited to:

- Arrival Instructions
- Course Syllabi
- Mandatory Orientation Dates
- Passport Information
- Pre-Departure Checklist
- Study Abroad Community Compact
- Welcome Letter from Faculty Director (*Travel Study*)
- Visa Information & Entry Requirements

***\*Keep in mind, certain programs may have additional portals and requirements***





# Uploading Documents

## UCLA Travel Study Registration Portal

Upload

View and Update My Registration

The View and Update function is available from November 18, 2021 8:00 AM until April 1, 2022 5:00 PM

Travel Information

The Travel Information function is available from November 18, 2021 8:00 AM until May 1, 2022 5:00 PM

Submit Student Participation Agreement

Download Student Participation Agreement

ELTS - French Paris

Congratulations on registering for UCLA Travel Study!

### Registration Portal

This Registration Portal is the most comprehensive source of Travel Study information. Please check this site regularly for updates, as information about your program will be added as it becomes available.

### Program Dates

Check-in: June 25, 2022

Check-out: July 23, 2022

### Important Next Steps

| # | Step                                             |
|---|--------------------------------------------------|
| 1 | Mark your Calendar for Pre-Departure Orientation |
| 2 | <a href="#">Review Student Guide</a>             |

## UPLOADS NEEDED:

- Community Compact
- Passport Page
- CAE Accommodation Letter (if applicable)
- Additional documents vary by program
  - i.e. 195 course contract





# Update Information

## UCLA Travel Study Registration Portal

Upload

**View and Update My Registration**

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### Important Next Steps

| # | Step                                             | Due      |
|---|--------------------------------------------------|----------|
| 1 | Mark your Calendar for Pre-Departure Orientation | TBA, May |
| 2 | <a href="#">Review Student Guide</a>             |          |

Please update any information here regarding contacts, health and welfare, etc.

\*GIP students *must* contact your coordinator to make updates.



# Update Health and Welfare Section

## Health and Welfare

For your safety, it is important that you disclose all health conditions you may have. All information is confidential and will only be used in the event of an emergency. The personal health information you provide here is not used to determine your eligibility for participation on your UCLA Travel Study Program. However, if you have a serious health condition, please notify the Travel Study Office immediately so we can advise you whether your condition can be reasonably accommodated abroad. Please consult the [Center for Disease Center \(CDC\) website](#) and your healthcare provider for immunization and medication recommendations for your Travel Study country.

Please describe in detail any medical conditions you have:

Please list any current or recent mental health conditions (such as anxiety, bipolar disorder, clinical depression, drug or alcohol dependency, etc.) for which you have sought treatment:

Please list any medications that you take:

Please indicate any dietary restrictions you have:

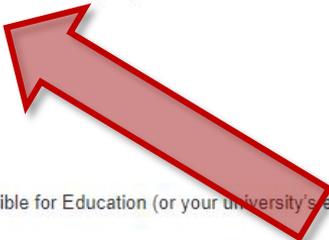
Are you currently registered with the UCLA Center for Accessible for Education (or your university's equivalent) for any disability-based academic accommodations?  Yes  No

Smoker  Yes  No

Do you anticipate needing mental health services while abroad? \*  Yes  No

### Health Insurance - International Programs

A traveler's health insurance policy is provided by Cultural Insurance Services International (CISI) for



This information was not required upon registering for your program, so please take the time to go back and fill it out in case of emergency



# Update Travel Information

## UCLA Travel Study Registration Portal

Upload

View and Update My Registration

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### Important Next Steps

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| 1 | Mark your Calendar for Pre-Departure Orientation | TBA, May |
| 2 | Review Student Guide                             | Now      |

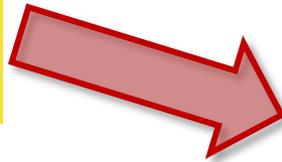
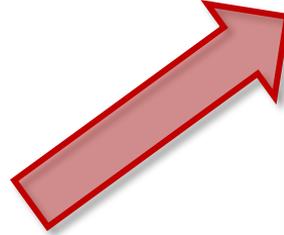
Your personal flight information should be updated as soon as you book your travel!



# Update Travel Information

If your trip has multiple stops, please indicate that here by adding each leg. Book Round Trip!

Make sure you select the correct method of transit and change it as it applies.  
(i.e. if you fly from Madrid, but take a train/bus from Madrid to Barcelona)



## Getting to your Program City

Add Leg

Method of Transit\*

Carrier\*

Flight/Line/Schedule/Voyage No.\*

Departing From\*

Date/Time\*  12  00  AM

Arriving At\*

Date/Time\*  12  00  AM

Comments

Delete Leg

Method of Transit\*

Carrier\*

# Considerations When Booking Airfare

---

- **Always Book a Roundtrip Ticket:** You may not be allowed to enter your country of destination without a return flight.
- **Research the Destination Airport Before Purchasing:** Pay close attention to the airport code when booking. Some cities have multiple airports and some countries have cities with similar names (i.e. Athens, Georgia vs. Athens, Greece).
- **Research Independent Forms of Travel Insurance:** If you are looking to further protect your investment, consider taking out a policy for flight delays, baggage delays, etc. Some policies may be available through your carrier.
- **Flexible & Refundable Airfare Recommended:** Pay close attention to fine print and purchase tickets that provide flexibility.
- **Student Universe:** Airline deposit program available for UC financial aid recipients. For more information visit: <https://www.studentuniverse.com/travel-services-universityofcaliforniaadp>



# Visa Instructions

- A visa is an official endorsement granting you permission to enter a specific country. Some students may need to apply for a visa up to 3 months prior to travel.
- It is your responsibility to research and follow visa requirements based on your citizenship & passport

## US Citizens

- US Citizens should follow the visa instructions provided on the Registration Portal or by their IEO program coordinator.
- A visa is not required for US citizens to participate in most short term UCLA summer study abroad programs, though exceptions exist (i.e. internship programs in Bolivia, Indonesia, and Vietnam).

## Non-US Citizens

- Non-US citizens must contact the host country's Embassy/Consulate for visa instructions specific to their citizenship.
- Check in with the [UCLA Dashew Center](#) about travel outside of the U.S. as soon as possible
- Contact [info@ieo.ucla.edu](mailto:info@ieo.ucla.edu) immediately if proof of program enrollment and proof of insurance is needed for your visa application well in advance of your visa appointment.

# Health and Safety Abroad



# General Personal Health and Safety



You may voluntarily disclose medical or mental health history on your registration form for us to assist you while abroad for emergency purposes.



Consult with a physician and/or therapist about medical or mental health concerns.

Create a plan for your time away.



Prepare any travel related recommended medications and immunizations prior to departure.

## Travel Clinic

The Travel Clinic is a service offered by The Ashe Center to complete evaluations customized to your health status and travel plans, provide advice, immunizations, and prescriptions as needed.

Schedule an appoint online or call (310) 825-4073.

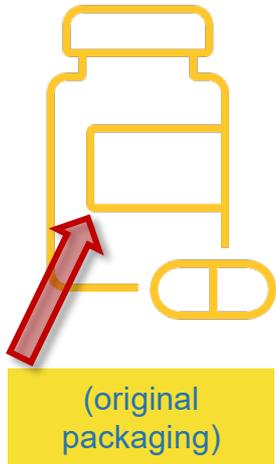


<https://tinyurl.com/3f833yds>



# Prescription Medicine Abroad

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- Bring an ample supply of medication in **carry-on luggage** to cover you for your trip, and if possible, a few extra days in case there are delays.
- Carry a letter from the attending physician that describes the medical condition and any prescription medications, including the generic name of prescribed drugs.
- Check with the foreign embassy of the country you are visiting or transiting, to make sure your medications are permitted in that country.
- Keep medications in their original, labeled containers.



# Country Information from State Department

## STEP 1

International  
Travel

 **Travel.State.Gov**  
U.S. DEPARTMENT OF STATE — BUREAU of CONSULAR AFFAIRS

U.S. Passports International Travel U.S. Visas Intercountry Adoption

Before You Go Learn About Your Destination While Abroad Emergencies

## STEP 2

Country  
Information

[Travel.State.Gov](#) > [International Travel](#) > Learn About Your Destination

## STEP 3

Enter  
Country Name



Where Are You Traveling?

Learn About Your Destination 

[Travel.state.gov/destination](https://travel.state.gov/destination)



# Country Information from State Department

Please check each of the starred tabs frequently, these sections are updated regularly.

|                                                                                                                        |   |
|------------------------------------------------------------------------------------------------------------------------|---|
| Embassies and Consulates                                                                                               | + |
| Destination Description              | + |
| Entry, Exit and Visa Requirements   | + |
| Safety and Security                  | + |
| Local Laws & Special Circumstances  | + |
| Health                                                                                                                 | + |
| Travel and Transportation                                                                                              | + |

See next slide for more information on this section.



# Entry, Exit & Visa Requirements

Visit the [Embassy of Japan](#) website for the most current visa information.

## Entry & Exit:

- You must have a valid passport and an onward/return ticket for tourist/business "visa free" stays of up to 90 days. Your passport must be valid for the entire time you are staying in Japan.
- You cannot work on a 90-day "visa free" entry.
- "Visa free" entry status may not be changed to another visa status without departing and then re-entering Japan with the appropriate visa, such as a spouse, work, or study visa.
- Japanese immigration officers may deny you entry if you appear to have no visible means of support.
- All foreign nationals are required to provide fingerprint scans and to be photographed at the port of entry. Exceptions to this requirement include diplomatic and official visa holders, minors, and individuals covered under SOFA Article IX.2. For further information about landing procedures, please visit the [Immigration Bureau of Japan's website](#).
- Make sure your passport is valid. Note you cannot travel on a passport you have previously declared as lost or stolen even if you subsequently locate it. Japanese authorities will likely deny you entry into Japan if you attempt to do so. If you have reported your passport lost or stolen, you must apply for a new passport before travel.



See example from  
Japan: Entry & Exit  
Requirements



# STEP Program

## What is STEP?

- The Smart Traveler Enrollment Program (STEP) is a free service that allows travelers to enroll their trip with the nearest U.S. Embassy in the countries they are visiting.
- In case of emergencies (e.g. tsunami, terrorist attack), the U.S. will be notified of your whereabouts.
- Non-US citizens and students entering their host country using a Non-US residence card, should consult with their local governments for similar options available.



<https://step.state.gov>



# WorldCue Alerts: Crisis 24 Intelligent Risk Systems

- Look for an email from [@welcome.worldaware.com](mailto:@welcome.worldaware.com)
- Activate your online account
- Add your travel details & emergency contact information
- Use the WorldCue app!



Sign In

New User?



## University of California welcomes you to Worldcue(R) TRAVELER.

UC Travel Insurance coverage applies to UC employees and students while traveling on UC business. For complete details regarding who is covered, please visit UC Travel Insurance webpage by [Clicking Here](#).

iJET Intelligent Risk Systems has received your itinerary details for your upcoming trip:

UCLA Summer Abroad 2017, From July 3, 2017 to July 27, 2017, Florence

To ensure your safety while traveling please complete all 5 steps:

### STEP 1: ACTIVATE YOUR PERSONAL PROFILE

Activate and access your Worldcue Traveler Account using this link:

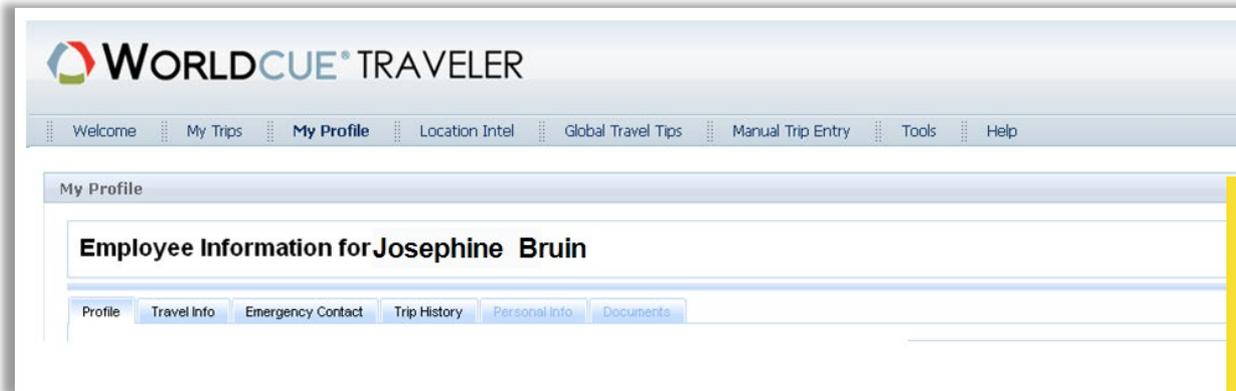
[Click here to activate your account.](#)

### STEP 2: UPDATE YOUR PERSONAL AND EMERGENCY CONTACT INFORMATION



# WorldCue Updates: Emergency Contact/Profile

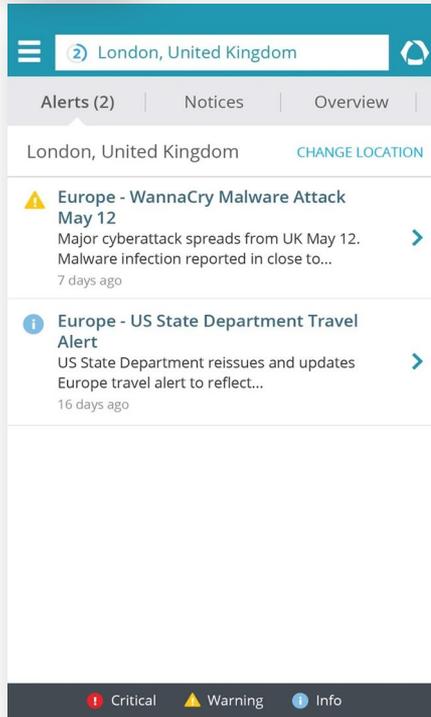
- **Profile:** cell phone number and additional email addresses
- **Travel Info:** contact information while at your point of destination-address of hotel, travel cell phone, etc.
- **Traveling Emergency Contact:** Primary and traveling emergency contact (e.g. host name).



**FYI:**  
Website lists users as "Employees", this is the correct page for students as well.



# WorldCue App



**Crisis Button:** Use this button if you need immediate assistance during a dynamic security event and cannot speak on the phone (email or silent). Defer to the Hotline button if you can speak.



**Hotline Button:** Use this button to connect with the University of California's 24x7 Hotline Center in the event of an incident.

**I AM SAFE Check-in Button:** When asked by UCLA, use this button to communicate your safety during a dynamic security event (i.e. earthquake, tsunami, terrorist attack, shooting).





# COVID-19: Travel Guidance

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- Study Abroad Community Compact (**Available in Portal; *due in May* – see *checklist***).
- **Students are responsible for reviewing all COVID-19 Entry/Exit Requirements for all destinations/US Re-Entry**
  - Review COVID-19 host country and airline regulations, including documentation requirements based on vaccination status (unvaccinated students may have additional requirements to follow).
  - Comply with UCLA, transit countries (if any), host country, on-site partner and/or partner universities vaccination policies.
  - Review US Re-entry Guidance: [CDC Requirements](#) (subject to change)
- Refrain from concentrated gatherings a few days prior to departure to avoid COVID-19 exposure.



# COVID-19: Packing Suggestions

- Masks
  - Bring surgical (triple layer/filtered equivalent), N95, KN95 or FFPE masks sufficient for the duration of the program.
  - Some countries/airlines require masking for duration of international flights and/or in popular tourist destinations.
- Personal Thermometer
- Bring over-the-counter medications you are familiar with for treating COVID-19 or other illnesses.
- Rapid Tests
  - We recommend bringing some rapid tests for duration of program, or be prepared to purchase locally.





## COVID-19: Positive Cases

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- **Positive COVID-19 Test During Program:**
  - Testing and quarantine requirements may vary by vaccination status.
  - Faculty or on-site contact will work with student on program continuity
  - Students may need to change rooms/quarantine if COVID positive.
  - Please be flexible— we may need to change room assignments temporarily for either roommate depending on circumstances
  - Additional food and/or travel expenses may be incurred by students.
    - A doctors note or pharmacy-conducted positive test may be needed for insurance reimbursement.

***\*Please note: UCLA Study Abroad participants may be subject to more stringent policies than the local environment requires.***



# Mental Health Resources

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- For *routine/ongoing* care:
  - Find a Local Mental Health Professional
  - If you anticipate needing service, you can plan ahead
  - **Lyra** (only for students with UCSHIP traveling abroad)
  - Scheduled, ongoing care also available through either form of insurance (CISI or Chubb/AXA)





# Mental Health Resources

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- For **emergency** support:
  - Notify your program director if you're having any mental health concerns
  - **UCLA Counseling and Psychological Services (CAPS):** Available to assist in a limited capacity for emergencies. 1-310-825-0768.
  - **CHUBB/AXA:** 24/7 connection to a counselor for emergencies (up to 3 sessions): 1-630-694-9804 (Policy #ADD N04223822).



# Additional Health & Safety Resources

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- **Travel Study Health & Safety Guide**
  - <https://ieo.ucla.edu/travelstudy/health-and-safety-guide/>
- **US Dept. Of State Travel Info**
  - <https://travel.state.gov/content/travel.html>
- **Title IX Sexual Harassment Prevention**
  - <https://sexualharassment.ucla.edu/>
- **Center for Disease Control (CDC)**
  - <https://wwwnc.cdc.gov/travel>

# Health Insurance





# UC Travel Insurance

Enrollment in the IEO program secures students automatic enrollment in UC Travel Insurance through the following providers:

- **Chubb/AXA:** Provides student off-campus travel insurance and some travel assistance benefits worldwide.
- **World Aware:** Provides travel intelligence and security extraction services worldwide.
- **FAQ's:** [https://www.ucop.edu/risk-services-travel/\\_files/uc-travel-insurance/soc-benefits-faq.pdf](https://www.ucop.edu/risk-services-travel/_files/uc-travel-insurance/soc-benefits-faq.pdf)
- Domestic programs, additional limitations apply.

## Breakdown of Insurance Coverage:

- **Chubb/AXA Coverage** = Accident & Sickness Medical, Emergency Services & Evacuation. Pay out of pocket, then file a claim for reimbursement. Stolen Property (w/ police report) and lost baggage. Receive WorldCue Alerts.
- **Summary of Benefits:** [https://www.ucop.edu/risk-services-travel/\\_files/uc-travel-insurance/soc-benefit-summary.pdf](https://www.ucop.edu/risk-services-travel/_files/uc-travel-insurance/soc-benefit-summary.pdf)





# CISI's Comprehensive Insurance and Security Services

FOR  
**UCLA PROGRAMS ABROAD**

# Look for Welcome Email from CISI with your policy information

## CISI Insurance Materials



CISI Enrollments  
To Ted Tenatiempo



Wed 4:00 PM

If there are problems with how this message is displayed, click here to view it in a web browser.



Participant\_ID\_Card.PDF  
95 KB



Claim\_form.PDF  
130 KB



Consulate\_Letter.PDF  
66 KB



Dear MELISSA PATTON,

Welcome to Cultural Insurance Services International (CISI) travel insurance plan, specifically designed for UNIVERSITY OF SUCCESS.

GET THE MYCISI APP

### ATTACHED ARE YOUR FOLLOWING INSURANCE DOCUMENTS:

1. **Your CISI Participant ID card** - Please be sure to carry this card with you at all times while on your international program and/or download our myCISI Traveler app and save it to your phone.
2. **Policy Brochure** – Outlines the coverages under your CISI plan and what to do in case of a minor or major accident or injury.
3. **Consulate Letter** – Should you be required to obtain a visa.
4. **Claim Form** – Should you be required to file a claim.

## CREATE A MYCISI PORTAL LOGIN

Through the myCISI Portal, you can:

- Access and Reprint any of the attached documents
- Locate a Provider
- Obtain Claim Information
- Travel Resources including information related to travel planning, immunizations, health care abroad, personal security, culture and weather.
- Manage your Itinerary
- Purchase additional coverage for Personal Travel after your program
- and more

CREATE YOUR MYCISI  
ACCOUNT

You may also register and create your account by clicking the button above.

### Benefits or coverage questions?

Please contact CISI at 1 (800) 303-8120, or email [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com).

### Looking to extend your coverage for Personal Travel?

Please contact CISI at 1 (800) 303-8120 (or go to [mycisi.com](http://mycisi.com)) and click on 'Extend my Insurance Plan' (this can also be done through your myCISI Portal once you have created an account).

### For general questions,

call [1 \(800\) 303-8120](tel:18003038120) or email [cisiwebadmin@culturalinsurance.com](mailto:cisiwebadmin@culturalinsurance.com)



*CISI wishes you a  
safe and  
enjoyable trip!*

# The CISI Insurance Package

## SCHEDULE OF BENEFITS

| Coverage and Services                                              | Maximum Limits                             |
|--------------------------------------------------------------------|--------------------------------------------|
| <b>TRAVEL ACCIDENT INDEMNITY INSURANCE</b>                         |                                            |
| Accidental Death and Dismemberment Per Insured Person              | \$20,000                                   |
| <b>ACCIDENT AND SICKNESS INSURANCE</b>                             |                                            |
| Medical expenses (per Covered Accident or Sickness):               |                                            |
| Deductible                                                         | zero                                       |
| Benefit Maximum                                                    | \$500,000 at 100%                          |
| Extension of Benefits                                              | 30 days                                    |
| <b>TRAVEL ASSISTANCE INSURANCE</b>                                 |                                            |
| Emergency Medical Reunion                                          | (incl. hotel/meals, max \$300/day) \$2,000 |
| Trip Delay                                                         | (\$500/day) \$2,500                        |
| Trip Interruption                                                  | \$1,000                                    |
| <b>EVACUATION AND REPATRIATION INSURANCE</b>                       |                                            |
| Emergency Medical Evacuation                                       | \$250,000                                  |
| Repatriation of Mortal Remains                                     | \$100,000                                  |
| Security Evacuation (Comprehensive)                                | \$250,000 (\$1M Aggregate)                 |
| <b>NON-INSURANCE SERVICES*</b>                                     |                                            |
| Team Assist Plan (TAP): 24/7 medical, travel, technical assistance |                                            |

\*Services are not insurance and are not affiliated with or provided by Crum & Forster SPC.

# CISI Support and Services



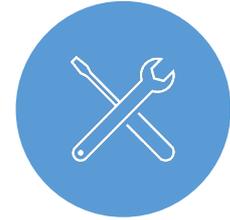
SPECIALIZATION



CLAIMS TEAM



CRISIS TEAM



TOOLS



# CISI Support and Services



## SPECIALIZATION

- CISI specializes in study abroad
- Coordination of Care cases (provides pre-departure support, as needed)



## CLAIMS TEAM

- Rx advice, locating providers ahead of travel, helping to relay records or helping to prep complex cases.



## CRISIS TEAM

- Coordination of Direct Billing
- Advocates on behalf of student travelers



## TOOLS

- CISI can push out guarantee of payment documents, can call providers to make appointments, can make flight reservations, can relay messages.



# CISI APP AND PORTAL



SPECIAL  
IZATION



CLAIMS  
TEAM



CRISIS  
TEAM



TOOLS

- Our websites are mobile-friendly.
- The “myCISI Portal” and the “myCISI App” offer a variety of tools:

## Participant Portal Menu Functionalities:

- ID Card Access
- Important Documents.
- Additional Insurance for Personal Travel.
- ‘My Itinerary’
- ‘Are you Safe?’ Check-In Feature
- Resources and Links
- Assistance and Security Site



# CISI Tools

Full instructions for Mobile App download and use are available in PDF format on our website (for those not logged in) and within the traveler portal (for those who have an account).



## 'myCISI Traveler' Mobile App: Download & Complete Itinerary

### To Get Started...

1. If you received a welcome email from CISI upon enrollment in the insurance (subject line: "CISI Insurance Materials"), you can simply click the "[Get myCISI app!](#)" link in the email and follow the prompts to download:



2. If you didn't receive the enrollment email or can't locate it, simply click on the below "Google Play" or "App Store" icons to download:

#### Android Phones



If the icon link isn't working:

- ▶ Go to Google Play
- ▶ Search Cultural Insurance Services International or myCISI

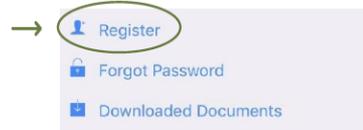
#### iPhones



If the icon link isn't working:

- ▶ Go to the App Store
- ▶ Search Cultural Insurance Services International or myCISI

3. After downloading, use your myCISI login information you already created via the full website OR register via the app by selecting "Register" under the blue "Login" button and follow the prompts.\*



Username

Password

Login

Register

Forgot Password

Downloaded Documents

*\*If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact [enrollments@mycisi.com](mailto:enrollments@mycisi.com) or call 203-399-5509 for assistance.*



# CISI Tools



## CISI Traveler

- Check-in >
- Itinerary >
- View Documents >
- Locate a Provider >
- Medical or Security Emergency >
- Filing a Claim >
- Contact CISI >
- Travel Warnings >

- **Check-in** - Let your program and CISI know you are safe when unforeseen events occur
- **Itinerary** - Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency
- **View Documents** - Email/view your travel insurance documents or download for offline viewing later
- **Locate a Provider** - Search medical providers worldwide
- **Medical or Security Emergency** - Get Team Assist's contact information (and access the Personal Security Assistance site, if this benefit is provided by your policy)
- **Filing a Claim** - Get information on what to do in the event of a minor or major illness or accident, how-to file a claim, and information on how to open a case with Team Assist if needed
- **Contact CISI** - All contact information in one place (for CISI claims as well as links to Team Assist)
- **Travel Warnings** - Get embassy contact details and country-specific details and information





# CISI Tools

## CISI Traveler

- ✓ Check-in >
- ☰ Itinerary >
- 📄 View Documents >
- 📍 Locate a Provider >
- \* Medical or Security Emergency >
- ℹ Filing a Claim >
- ☎ Contact CISI >
- ⚠ Travel Warnings >



< Back

## Documents

### Policy #

18 7777777

### Coverage Period

Nov 1, 2018 - May 1, 2019

### ID Card

View your ID card >

### Consulate Letter

Download pdf >

### Claim Form

Download pdf >



➤ Send to Email



You can also send them to your email



# CISI Tools

Locating a doctor (or clinic or hospital) is as easy as calling the number on the back of your card – or visit CISI's Portal or App and conduct your own search.

## CISI Traveler

- ✓ Check-in
- ☰ Itinerary
- 📄 View Documents
- 📍 Locate a Provider**

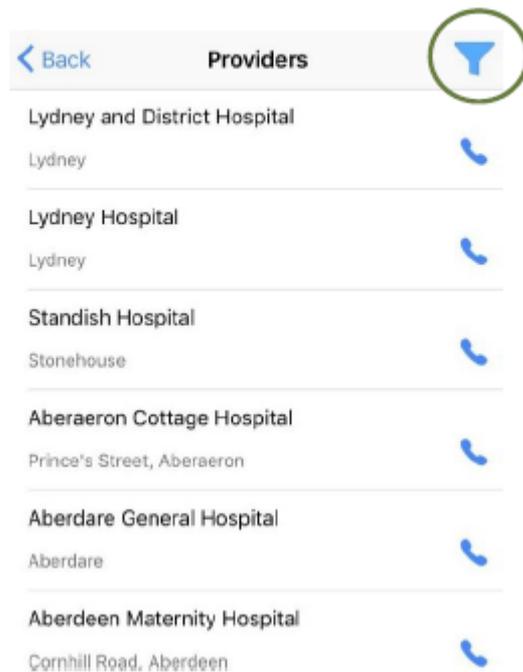
### Step 1

Click on 'International' and enter in the Country or scroll down and select.



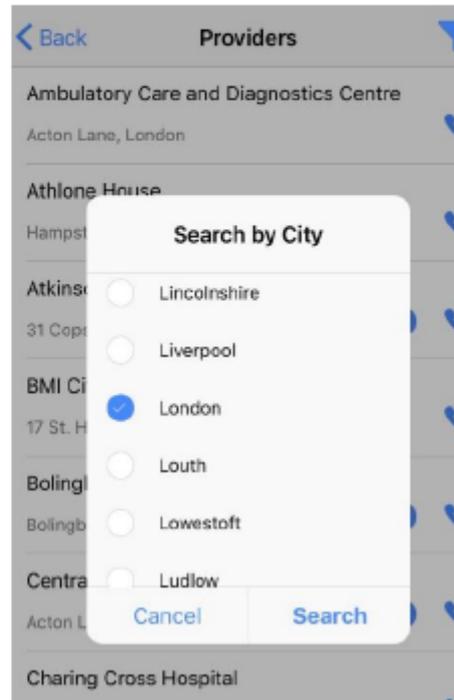
### Step 2

Narrow the search by clicking on the filter icon .



### Step 3

Scroll down, select City, and press 'Search'.





# CISI Tools

John Smith

CISI Traveler

Check-in

Itinerary

View Documents

## Step 1

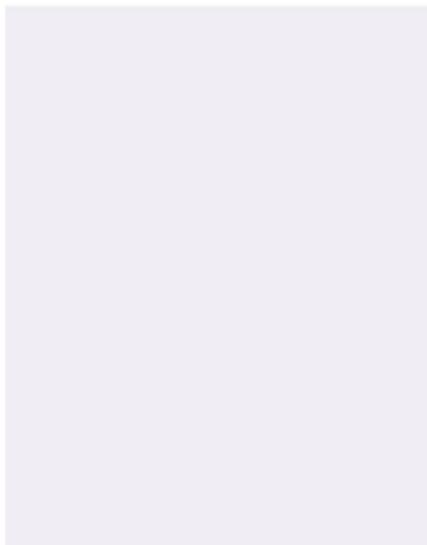
Click on **+** to add your Itinerary

[< Back](#)

Itinerary

**+**

Add a trip to your itinerary by tapping the add icon



## Step 2

Add your information and press 'Save Itinerary'

[Cancel](#)

**Add Itinerary**

The coverage period for this itinerary is:  
Nov 1, 2018 - May 1, 2019

City

Country

From Date

To Date

Mobile #

Email

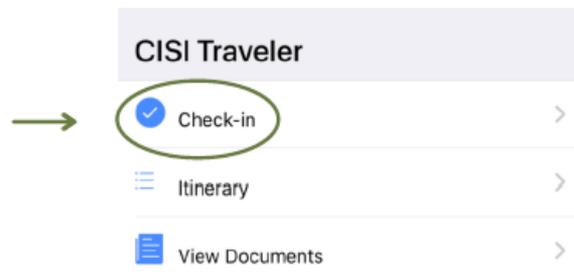
Note

**Save Itinerary**





# CISI Tools

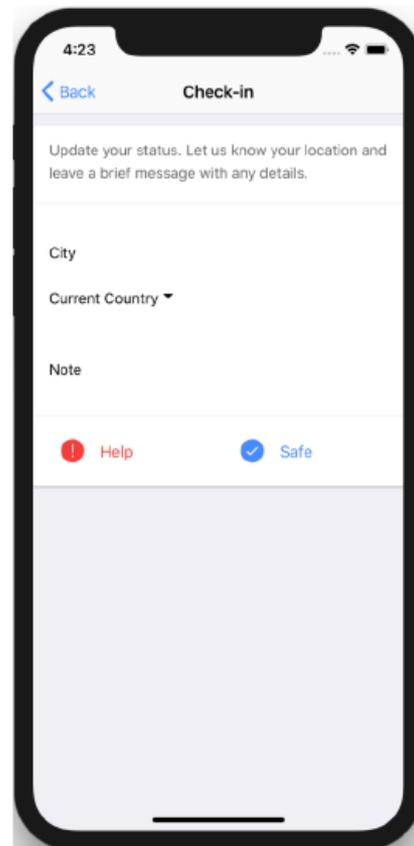


Once checked in, your program can pull an emergency roster through the **myCISI** sponsor portal where they can then view participant check-in times and locations. If you need immediate assistance, you will be directed to contact our 24/7 assistance team, Team Assist.

**Please Note:** You do not have to 'Check-in' if nothing has occurred. You will only want to check-in when you want to notify your program and us that you are safe or need help if there is a natural disaster, terrorist attack, or other security-related incident.

*\*Alerts will not be automatically sent to your phone after you check in. Your program will work on a communication plan with CISI for contacting participants after an incident occurs.*

*\*\*If your policy does not include Security Evacuation coverage, CISI and Team Assist are still available to help get you to safety. Please be advised that insureds will be responsible for any costs incurred for such services.*





## CONTACT INFORMATION

### **CISI Claims Department (9-5 EST. M-F):**

Phone: (800) 303-8120 (toll-free) | (203) 399-5130

Email: [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com)

### **Team Assist (24/7/365) –On Call International:**

Phone: (877) 714-8179 | (603) 952-2660

Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

## FAQS (FREQUENTLY ASKED QUESTONS)

### **Questions related to COVID-19?**

Visit our COVID-19 FAQ webpage:

<https://www.culturalinsurance.com/COVID-questions.asp>



# PRE/POST PROGRAM INSURANCE

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- Please note that your insurance coverage provided through study abroad is only valid for the duration of your program.
- Should you travel pre or post program, you are advised to purchase additional insurance coverage.



# UCLA Policies





# Policies & Student Conduct

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- Academics:
  - UCLA Code of Conduct
    - Academic Dishonesty
    - Drug & Alcohol Policy
- Dismissal for misconduct will result in student removal from program housing within 72 hours.
  - No refunds will be offered.
  - Academic continuity not guaranteed.
- Program participants must arrive by the start date and not leave until on/after the end date of the program.
  - Early arrivals & late departures: Students are responsible for securing their own accommodation arrangements outside of program dates.
- For safety reasons, IEO discourages students from participating in protests or demonstrations abroad.





# Independent Travel

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Independent travel outside of your host program country before/during program dates is discouraged by IEO for Summer 2023 due to COVID-19 concerns.

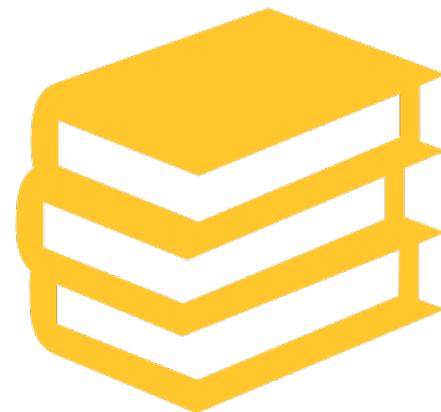
- We recommend limiting travel to solely within the country of study during your program to minimize exposure brought about by traveling, as well as unexpected travel disruptions (i.e. entry/exit country requirements) that may arise.
- Notify on-site program contact or faculty of any travel outside of your host city.
- Avoid travel to countries with a Level 4 Travel Advisory and/or countries that border Ukraine (i.e. Russia, Belarus, Poland, Slovakia, Hungary, Romania, and Moldova.)



# Academics

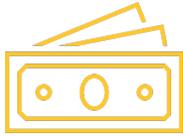
---

- Carefully review your course syllabi before traveling.
- Buy required textbooks before going abroad as outlined on your program syllabi.
- Familiarize yourself with the schedule of the class, midterms, papers, and grading policies.
- Ask professors if they have suggestions on technology (laptop, tablet, etc.) for your particular courses.
- Attendance in class, internship hours and all program arranged activities are mandatory.
- For CAE approved accommodations, please check in with your program coordinator and faculty regarding implementation.



# Finances





# Payment Deadlines & Financial Aid

- **Cancellation Policy:**

- Program fees are **non-refundable** as cancellation deadlines have passed.
- In case of emergency requiring program cancellation, please contact UCLA IEO immediately.

- **Financial Aid Timeline:**

- Review FAN notification end of May and complete next steps.
  - Loans will require further action.
- Setup BruinDirect.
- **Verify** there are no pending Financial Aid items on MyUCLA.
- Disbursement 5-to-10 days prior to program start date.
  - Pay program fee balance, if necessary (i.e. you decline part of your loan offer and have a remaining balance on Bruin Bill).
  - Questions? Contact the Financial Aid Office via UCLA Message Center.



# Banking Recommendations

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- Contact your bank and credit card company to notify them when and where you will be traveling.
- Order or Exchange Currency – your bank is the best option.
- Ask about international transaction fees so you are aware and plan accordingly for your withdrawals and purchases.
  - There is often a flat fee or 1-3% international transaction fee for each purchase and ATM withdrawal.
  - Avoid using your credit card for ATM withdrawals as even higher fees can be incurred.
- Consider varying payment methods in host country (card or app vs. cash).
- Keep 3 days' worth of cash in safe place, in case of cyber security issues.

# Finances

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Review what is included in your program fees



Create a budget for personal expenses (airfare, textbooks, meals, etc.). Remember, your budget will depend on personal choices about entertainment, food, etc.



Plan to bring a debit card, credit card, and a small amount of cash (review country specific recommendations).



Check exchange rates between USD and foreign currency at <https://oanda.com/currency/converter>

# On-Site Logistics



# Apps to Download Prior to Departure

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## WorldCue Mobile

Safety information and alerts, emergency check-in system, local emergency numbers.



## CISI

Student health insurance while abroad. Find providers, process claims, direct pay, find meds, etc.



## DuoMobile

Duo Mobile provides a two-factor authentication service to make logins to UCLA sites more secure.



## WhatsApp

Messaging and calling app that allows you to use your phone when on WiFi.



# Items to Bring:

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- **Bring original and print copies of the following documents in case of emergency:**
  - Debit & credit cards (both sides)
  - Passport (color copy)
  - Photo ID
  - Insurance cards
  - COVID-19 CDC vaccination white card
  - Prescriptions for medications
  - Vaccination card with full list of vaccinations (*if applicable*)
  - Any other important information/documents you may need.





# Cell Phone & Technology

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- **Cell Phone**
  - Must have a functioning smart phone for safety and convenience purposes
  - Call your cell phone provider BEFORE going abroad to ask about different international plans that they offer. Ask about their data services in your host location(s) for your particular program dates.
  - If you plan to use a local SIM Card in your smart phone, ask your cell phone provider for options to unlock phone prior to your program.
- **Technology**
  - Plan to bring personal Zoom-capable technology with you.
  - Have a back up communication plan in case any of your devices are stolen or lost.



# VPN & Duo Mobile Abroad

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- To access websites in a more secure format or to bypass banned sites in a particular country, use UCLA's VPN.
  - <https://www.it.ucla.edu/bol/services/virtual-private-network-vpn-clients>
- Use DuoMobile from your phone when connected to data or WiFi to access UCLA sites. If your phone does not have service, you can do the following:
  - Request single use passwords from the app.
  - Request a batch of 10 passwords to use instead of the DuoMobile duo-authentication pushes.



<https://tinyurl.com/48669dyz>



# Communication Plan

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- **Form a clear communication plan with your loved ones before departure so they know how often they can expect to hear from you while on your summer program.**
  - Oftentimes, loved ones may expect to hear from you more frequently than you expect.
  - Determine a realistic balance. Keep in mind you will be quite busy with your academic program and exploring a new location.
  - You are responsible for contacting your loved ones **immediately** after you arrive on-site for your program. They often worry and contact IEO if they have not heard from you.

# Scenarios While Traveling



# Scenario #1

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You're at the airport leaving for your program and you learn that your flight is delayed several hours. You might even miss your connecting flight. **What should you do first?**

A) Speak with an airline representative to see if you might need to rebook your connecting flight.

B) Call your parents in a panic.

C) Sit and wait for your delayed flight, there is nothing more you can do.

# Scenario #1 Explanation

You're at the airport leaving for your program and you learn that your flight is delayed several hours. You might even miss your connecting flight. **What should you do first?**

## Tips:

- Check your layover locations and durations now.
- Give yourself extra time, especially if you will have to go through customs.
- Don't book "hacker" fares by purchasing different legs of your travel from different airlines. Direct flights or flights with one stop/one airline are always best.
- Contact your faculty or on-site coordinator as soon as possible, so that they are aware of the delay and can coordinate your arrival logistics.

**A) Speak with an airline representative to see if you might need to rebook your connecting flight.**

B) Call your parents in a panic.

C) Sit and wait for your delayed flight, there is nothing more you can do.

## Scenario #2

---

It's 4 days before your program begins and you realize that your financial aid hasn't disbursed yet, and you don't have enough money.

**What should you do?**

A) Contact the IEO Office to cancel your enrollment.

B) Verify you completed all steps, then contact the Financial Aid Office via UCLA Message Center.

C) Cancel your flight as you do not have the necessary funds for your trip.



# Scenario #2 Explanation

It's 4 days before your program begins and you realize that your financial aid hasn't disbursed yet, and you don't have enough money.

**What should you do?**

## Tips:

- Frequently check your email and the Financial Aid section on MyUCLA for any missing documents. You must accept your financial aid award to secure aid disbursement!
- Parent Plus Loans and private loans require an extra step – you/your parent must also apply for the loan and sign the Master Promissory Note!
- The earliest that Summer aid can be disbursed is June 16<sup>th</sup>. Early programs be aware!

**A) Contact the IEO Office to cancel your enrollment.**

**B) Verify you completed all steps, then contact the Financial Aid Office via UCLA Message Center.**

**C) Cancel your flight as you do not have the necessary funds for your trip.**

## Scenario #3

---

You're on a program and you lost your wallet & passport. You were in a crowded place and you think it was stolen.

**What should you do first?**

A) Contact the local authorities immediately.

B) Ask a classmate to borrow money.

C) Cancel or freeze your credit/debit cards if lost. Contact the local embassy to apply for a replacement passport.

# Scenario #3 Explanation

You're on a program and you lost your wallet & passport. You were in a crowded place and you think it was stolen.

What should you do first?

## Tips:

- Don't carry too much cash at once or flaunt large sum of money in public! Be aware of your valuables in crowded places.
- If you have more than one credit/debit card, leave one in your room and keep reserve cash.
- Make color photocopies of documents and cards
- Don't carry your passport after you have arrived, unless necessary. Invest in a secret travel pouch that you wear under your clothes.

A) Contact the local authorities immediately.

B) Ask a classmate to borrow money.

**C) Cancel or freeze your credit/debit cards if lost. Contact the local embassy to apply for a replacement passport.**

## Scenario #4

---

You wake up in the morning and you are feeling various COVID-19 symptoms including a fever and loss of taste.

**What should you do first?**

A) It's probably nothing, just continue your day as normal.

B) Ask your roommate for their advice, they probably know you best.

C) Let your Faculty Director or on-site contact know immediately and take a COVID-19 test.

# Scenario #4 Explanation

You wake up in the morning and you are feeling various COVID-19 symptoms including a fever and loss of taste. **What should you do first?**

## Tips:

- Bring rapid antigen tests so that you can self test when you have symptoms and/or are exposed to someone with COVID-19.
- Bring a thermometer so you can conduct temperature checks.
- Continue to mask in order to avoid exposure.
- Pack a laptop, in case you need to complete coursework and/or internship tasks remotely, while quarantined.

A) It's probably nothing, just continue your day as normal.

B) Ask your roommate for their advice, they probably know you best.

**C) Let your Faculty Director or on-site contact know immediately and take a COVID-19 test.**

## Scenario #5

---

You are out exploring the city with a few classmates when an earthquake occurs.

**What should you do first?**

A) Take immediate cover and when safe, follow emergency protocols to meet at a safe point and contact on-site staff.

B) Book a flight to return home immediately.

C) Contact your parents/family back home.

# Scenario #5 Explanation

You are out exploring the city with a few classmates when an earthquake occurs.

What should you do first?

## Tips:

- Utilize the check-in system from the WorldCue and CISI apps.
- Save phone battery in case of power outages.
- Upon arrival, discuss safety plans with your Faculty Director or on-site contact to understand emergency protocols.
- Write down emergency numbers and addresses in advance in case communication networks are down.

**A) Take immediate cover and when safe, follow emergency protocols to meet at a safe point and contact on-site staff.**

B) Book a flight to return home immediately.

C) Contact your parents/family back home.

## Scenario #6

---

There was a cyber attack instigated on banking systems in your host country. You cannot access money through ATMs. **What should you do first?**

- A) Ask a friend to borrow money.
- B) Double check your current cash and food reserves. Let your Faculty Director or local on-site contacts know if you need immediate assistance.
- C) Start a Go Fund Me page.



# Scenario #6 Explanation

There was a cyber attack instigated on banking systems in your host country. You cannot access money through ATMs.

What should you do first?

## Tips:

- IEO suggests VPN usage for heightened security- especially when on shared WIFI spaces such as cafes and airports.
- Carry multiple cards, should a cyber attack impact one bank, you'll still have access to your secondary bank.
- Secure 3 days worth of cash to safely store in your accommodations, in case of emergency situations.

A) Ask a friend to borrow money.

**B) Double check your current cash and food reserves. Let your Faculty Director or local on-site contacts know if you need immediate assistance.**

C) Start a Go Fund Me page.

# Don't forget to take pictures & video!

Photo Contest Info:



# UCLA Study Abroad Office

UCLA International Education Office

1332 Murphy Hall

p: 310.825.4995 | e: [info@ieo.ucla.edu](mailto:info@ieo.ucla.edu)

## Virtual Advising

<https://ieo.ucla.edu/contact/>

- Drop-in Advising
- One-on-One Advising

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# Questions?





# Thank You

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